

Team Charter

Initiative: Oversight and Technical Assistance

Team Lead:	Ann Marie Cimino	
Team Members	Core Members	Core Members
	Lee Avery	Martha Shine
	Richard Criswell	Paul Sullivan
	Ben McPherson	
	Joseph Pire	

Initiative Mission:
Review current Oversight and Technical Assistance business processes. Develop and implement revised procedures and technical solutions that increase the effectiveness of oversight and technical assistance through performance management.

Goals	Key Success Indicators
Review current business processes and technology to identify inefficiency and areas most in need of reengineering.	Increased performance management focus on oversight and technical assistance to increase customer satisfaction and reduce unit cost.
Provide communication to team members and other members of this and other channels, as well as the GA/lender community to keep all parties informed of accomplishments and issues.	Financial Partners are aware of initiative outcomes, and how specific actions impact them.
Develop and implement new processes and work procedures, where appropriate.	Employees and systems are performing processes that most effectively enhance and manage performance.
Identify best in business practices and technology.	Financial Partners and employees are confident that they are adopting industry standards in performance management.

Initiative Milestones/Deliverables	Target Completion Date	Responsible Party
Current Environment Assessment	May 29, 2000	Ann Marie Cimino, Deb Malone
Solutions Identification	June 30, 2000	Ann Marie Cimino, Deb Malone
Conceptual Design/Business Case	July 25, 2000	Ann Marie Cimino, Chris Ward

Team Charter

In-Project Scope	Out of Project Scope